MEMORANDUM FOR: DDS Operations Staff, ████████ A

Dick; your suspense system very efficiently reminds me repeatedly that we have not issued a current correspondence handbook. I recommend that we cancel plans to produce a correspondence handbook and that the item be removed from your tickler system for the following reasons:

A. The clerical training faculty is the only source of demand for a correspondence handbook in the Agency. Anything taught in the clerical training classes is subject to modification by the practices and procedures of the individual components to which the students are assigned. The Correspondence Handbook published by the General Services Administration should serve adequately to meet the clerical training requirements.

B. There is no such thing as standard correspondence policy and procedure in the Agency and this is the prim ry reason that we have been unable to coordinate a proposal even at the informal level during the past several years. The advantages of standard correspondence practice are not so impressive that they are readily salable to managers at any level of the Organization. This militates against the adoption of the recommendation that a handbook be prepared for use at levels of the Agency subordinate to the deputy directors. Coordination of standard-

ized practice at these levels is no less a problem than it
is at the upper echelons.

C. The resources of the Records Administration Branch are
already stretched too thin in supporting activities of the
Records Management Board in addition to their normal duties.
We have no one available who can be given the task of pre-
paring a correspondence handbook even if it were a necessary
and desirable thing to do.

In my discussion of the Records Program with ███████████ 1A
25X1A ██████ and members of the DDS Staff a couple of weeks ago I offered
the suggestion that we cease to concern ourselves with correspondence
management in the conventional sense and that we begin to concern our-
selves with correspondence systems. We should be less concerned with
width of margins, standard indentations, proper spacing and alignment
of date lines and signature lines and so on, and more concerned with
the system of correspondence which creates paper in multiple copies,
assigns a log number to it at each element of the organization it pas-
ses through on route to its destination, in such a way that we can ident-
ify at the time of creation the copy which ultimately will be stored at
the Records Center, in some manner by which it can be identifiable and
retrievable by any element of the organization which has a requirement
for access to it. I believe this is a valid recommendation. The pro-
blem is we don't have any resources to devote to this approach either.
I am convinced, however, that resources can be much more productively
applied to a systems approach than to a minutely detailed procedural

HANDBOOK .

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Chief, Support Services Staff

I would like to see this item killed altogether, but if not that, let's at least put it off until the study group that's about to be created has had a chance to look at the Records Program and made its recommendations.